

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of claims:

Claims 1-14 (canceled)

15. (new) A system for diagnosing a fault, the system comprising:

a knowledge base including a plurality of fault diagnoses and fault symptom queries, wherein each said fault symptom query includes potential responses and images that correspond to the potential responses;

Ag a decision tree module including a decision tree having a plurality of decision points each corresponding to one of the fault symptom queries and a plurality of resolution points each corresponding to one of the fault diagnoses, wherein each said potential response in the decision tree indicates one of the decision points or one of the resolution points and one of said decision points is identified as a starting decision point; and

a user interface module in communication with said decision tree module, said knowledge base and a user access device, said user interface module including instructions to implement a method comprising:

designating the starting decision point as the next decision point;

transmitting the fault symptom query corresponding to the next decision point to the user access device;

receiving a reply including one of the potential responses;

continuing said transmitting the fault symptom query and receiving a reply until said one of the potential responses indicates one of the resolution points, wherein if said one of the potential responses indicates one of the decision points then said one of the decision points is designated as the next decision point; and

transmitting the fault diagnosis corresponding to said one of the resolution points to the user access device.

16. (new) The system of claim 15 wherein said fault diagnoses include diagnostic images.

17. (new) The system of claim 15 wherein said fault diagnoses include a description of the fault.

18. (new) The system of claim 15 wherein said fault diagnoses include a likely cause of the fault.

19. (new) The system of claim 15 wherein said fault diagnoses include recommended remedial actions.

20. (new) The system of claim 15 wherein a user accessing the user access device is a customer.

Ab 21. (new) The system of claim 15 wherein a user accessing the user access device is a customer support representative.

22. (new) The system of claim 15 wherein the fault relates to a technical product.

23. (new) The system of claim 15 wherein the fault relates to a technical service.

24. (new) The system of claim 15 wherein the user access device is a personal computer.

25. (new) The system of claim 15 wherein the communication between the user interface module and the user access device is via the Internet.

26. (new) The system of claim 15 wherein the fault is a defective circuit board.

27. (new) The system of claim 26 wherein the fault symptom query is directed to a determination of what type of void defect the defective circuit board contains.

28. (new) A method for diagnosing a fault, the method comprising:

identifying a starting decision point on a decision tree, wherein the decision tree includes a plurality of decision points each corresponding to a fault symptom query and a plurality of

resolution points each corresponding to a fault diagnosis, wherein each said fault symptom query includes potential responses and images that correspond to the potential responses and each said potential response in the decision tree indicates one of the decision points or one of the resolution points;

designating the starting decision point as the next decision point;

transmitting the fault symptom query corresponding to the next decision point to a user access device;

receiving a reply from the user access device including one of the potential responses;

continuing said transmitting the fault symptom query and receiving a reply until said one of the potential responses indicates one of the resolution points, wherein if said one of the potential responses indicates one of the decision points then said one of the decision points is designated as the next decision point; and

transmitting the fault diagnosis corresponding to said one of the resolution points to the user access device.

29. (new) The method of claim 28 wherein the fault diagnoses include diagnostic images.

30. (new) The method of claim 28 the fault diagnoses include a description of the fault.

31. (new) The method of claim 28 wherein the fault diagnoses include a likely cause of the fault.

32. (new) The method of claim 28 wherein said fault diagnoses include recommended remedial actions.

33. (new) The method of claim 28 wherein the fault relates to a technical product or technical service.

34. (new) A computer implemented system for diagnosing a fault, the system comprising:

a knowledge base including a plurality of fault diagnoses and fault symptom queries, wherein each said fault symptom query includes potential responses and images that correspond to the potential responses;

a decision tree module including a decision tree having a plurality of decision points each corresponding to one of the fault symptom queries and a plurality of resolution points each corresponding to one of the fault diagnoses, wherein each said potential response in the decision tree indicates one of the decision points or one of the resolution points and one of said decision points is identified as a starting decision point; and

a user interface module in communication with said decision tree module, said knowledge base and a user access device, said user interface module including instructions to implement a method comprising:

designating the starting decision point as the next decision point;

transmitting the fault symptom query corresponding to the next decision point to the user access device;

receiving a reply including one of the potential responses;

continuing said transmitting the fault symptom query and receiving a reply until said one of the potential responses indicates one of the resolution points, wherein if said one of the potential responses indicates one of the decision points then said one of the decision points is designated as the next decision point; and

transmitting the fault diagnosis corresponding to said one of the resolution points to the user access device.